

Douglas K. Walker



Social Security Administration Deputy Commissioner for Communications

Doug Walker is the Deputy Commissioner for Communications, where he directs SSA's external and internal communications activities nationwide. He is responsible for planning and coordinating the agency's relationships and communications with other Federal agencies, State and local governments, special interest and advocacy groups, and the general public.

Mr. Walker has a broad background in association and public sector relations, government relations, marketing and outreach, with expertise in message development, digital marketing, and crisis management and communication.

Prior to his appointment with SSA, Mr. Walker was the Executive Vice President for Operations at Integrated Media, Inc. From 1999 to 2012, Mr. Walker held several positions at the National Education Association. His Federal sector experience includes communications positions with the U.S. Office of Personnel Management (1993-1998) and the Department of Labor (1999), as well as staff positions in the U.S. House of Representatives and the U.S. Senate (1987-1990).

Mr. Walker earned a Bachelor's Degree in Communications from Howard University and completed the Senior Executive Fellows program at Harvard University's John F. Kennedy School of Government.

Virginia P. Reno



Social Security Administration, Deputy Commissioner for Retirement and Disability Policy

Virginia Reno is the Deputy Commissioner for Retirement and Disability Policy. As the Deputy Commissioner, she directs and manages the planning, development, and issuance of operational policy and instructions for the RSDI and SSI programs and initiatives to improve the economic well-being of beneficiaries. In addition, she is the principal advisor to the Commissioner of Social Security on major policy issues and activities in the areas of strategic policy planning, policy research and evaluation, statistical programs, and overall policy development and analysis.

Prior to accepting her current role, Ms. Reno served as Vice President for Income Security at the National Academy of Social Insurance (the Academy), where she was recognized for her expertise on Social Security, retirement policy, private pensions, and disability policy. A founding member of the Academy, Reno led its work on retirement income, workers' compensation, disability insurance and related programs.

Reno directed the Academy's landmark study, *Uncharted Waters: Paying Benefits from Individual Accounts in Federal Retirement Policy*, which was highly regarded by experts on all sides of Social Security policy debates. She also directed the Academy's comprehensive review of Social Security disability programs, culminating in a final report that became the blueprint for many of the changes enacted in the Ticket to Work and Work Incentive Improvement Act of 1999.

Before her work at the Academy, Reno held research and policy positions at the U. S. Social Security Administration (SSA), where she was staff director of the Policy Council that advised the Commissioner of Social Security on legislative, regulatory and administrative issues. Before that, she served in SSA's office of research and statistics, where she directed the program analysis staff. She has worked for four major commissions on Social Security, including serving as a senior advisor to the 1983 Greenspan Commission.

Reno has published numerous research articles on Social Security, disability policy, private pensions, retirement policy, the income of the elderly, public opinion about Social Security, labor force participation of women, and the treatment of women and families in benefit and tax systems. She has testified frequently in Congressional committees, and twice received the SSA's Commissioner's Citation, including once from Robert M. Ball. Reno received her B.A. from the Honors College of the University of Oregon and served in the U.S. Peace Corps in Liberia.

Gina P. Clemons



Social Security Administration, Associate Commissioner for Disability Programs

Ms. Gina Clemons joined the Social Security Administration (SSA) in 2011 and is currently the Associate Commissioner for the Office of Disability Policy.

Previously, Ms. Clemons was the director of the Department of Veterans Affairs (VA) Research Office of Communications, where she led VA Research's strategic planning efforts and the formulation of policies, procedures, and guidelines to optimize the effectiveness of VA's research programs.

Ms. Clemons also has an extensive 13-year work history at the Centers for Medicare and Medicaid Services (CMS) where, among other positions, she served as lead for the End Stage Renal Disease Network Program, director within the Disabled and Elderly Health Programs Group, and CMS lead on issues related to limited English proficiency, homelessness, and Medicare/Medicaid dual eligible issues.

Prior to her positions within the Federal Government, as the national director of provider relations for Dental Benefit Providers, Ms. Clemons was responsible for overseeing the provider relations activities in twenty-four states, and served as faculty member and research coordinator at the University of Maryland Dental School.

She earned her Masters of General Administration, with a Health Care Administration concentration, and her PhD in Health Care Public Policy through the University of Maryland system.

J. Jioni Palmer



Social Security Administration, Associate Commissioner for External Affairs

Serves as the Social Security Administration, Associate Commissioner, in the Office of External Affairs. He is the former Acting Chief Policy Officer for the Pension Benefit Guaranty Corporation (PBGC). Prior to joining PBGC, Mr. Palmer was Communications Director for the Congressional Black Caucus where he was responsible for developing and implementing a proactive national communications strategy to raise the profile of the 42 member caucus, which included the House Majority Whip, four full committee chairs and 18 sub-committee chairs.

Immediately prior, Mr. Palmer served as National Press Secretary at *Media Matters for America* where he helped coordinate a multi-pronged rapid response media relations, external affairs and online advocacy operations with nationwide reach. Previously, Mr. Palmer served as press secretary for the Ways and Means Committee of the U.S. House of Representatives overseeing communications strategy involving multiple policy areas including tax, health, and social services.

Before March 2007, he was a reporter with *Newsday*, where he started as a summer intern in 1999 and subsequently covered the various levels of government and politics in New York. Joining the Washington bureau in September 2004 as *Newsday's* Congressional Correspondent, he began reporting on the daily activities on Capitol Hill, focusing on the New York delegation. He was awarded a *Newsday* Publisher's Award for his coverage of Hurricane Katrina and the subsequent rebuilding of New Orleans.

Mr. Palmer is a graduate of the University of California at Los Angeles where he majored in African American Studies.